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Under the Panerwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number Effective on 12/08/2004. Complete if Known Fees pursuant to the Consolidated Appropriations Act, 2005 (H.R. 4818). **Application Number** 10/091,761 EE TRANSMIT Filing Date 03/06/2002 For FY 2005 Tejaswini Hosali, et al. First Named Inventor **Examiner Name** Belix M. Ortiz Applicant claims small entity status. See 37 CFR 1.27 BOARD OF PATENT APPEALS Art Unit 2175 AND INTERFERENCES TOTAL AMOUNT OF PAYMENT (\$) 1.000.00 Attorney Docket No. YOR920010756US1 METHOD OF PAYMENT (check all that apply) None Check Credit Card Money Order Other (please identify): ✓ Deposit Account Deposit Account Number: 50-0510 Deposit Account Name: International Business Machines For the above-identified deposit account, the Director is hereby authorized to: (check all that apply) Charge fee(s) indicated below Charge fee(s) indicated below, except for the filing fee Charge any additional fee(s) or underpayments of fee(s) Credit any overpayments under 37 CFR 1.16 and 1.17 WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038. **FEE CALCULATION** 1. BASIC FILING, SEARCH, AND EXAMINATION FEES **FILING FEES EXAMINATION FEES** SEARCH FEES Small Entity **Small Entity Small Entity** Fees Paid (\$) **Application Type** Fee (\$) Fee (\$) Fee\_(\$) Fee (\$) Fee (\$) 300 500 200 100 Utility 150 250 O Design 200 100 100 50 130 65 0 Plant 200 100 300 160 80 150 300 500 600 300 n Reissue 150 250 Provisional 200 100 0 0 0 0 **Small Entity** 2. EXCESS CLAIM FEES Fee (\$) Fee (\$) Fee Description 50 25 Each claim over 20 (including Reissues) 100 Each independent claim over 3 (including Reissues) 200 360 180 Multiple dependent claims **Multiple Dependent Claims** Fee Paid (\$) **Total Claims** Extra Claims Fee (\$) Fee Paid (\$) Fee (\$) - 20 or HP = 50 0 HP = highest number of total claims paid for, if greater than 20. 360 **Extra Claims** Fee (\$) Fee Paid (\$) - 3 or HP = 200 0 X HP = highest number of independent claims paid for, if greater than 3. 3. APPLICATION SIZE FEE If the specification and drawings exceed 100 sheets of paper (excluding electronically filed sequence or computer listings under 37 CFR 1.52(e)), the application size fee due is \$250 (\$125 for small entity) for each additional 50 sheets or fraction thereof. See 35 U.S.C. 41(a)(1)(G) and 37 CFR 1.16(s). Number of each additional 50 or fraction thereof Fee Paid (\$) Fee (\$) Extra Sheets Total Sheets (round up to a whole number) x 0 100 = / 50 = 4. OTHER FEE(S) Fees Paid (\$) Non-English Specification, \$130 fee (no small entity discount) 0 1,000 Other (e.g., late filing surcharge): Notice of Appeal + Appeal Brief (41.20(b)(1) and (2) SUBMITTED BY Registration No. 32,247 Telephone 408-323-5111 Signature

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Name (Print/Type)

Samuel A. Kassatly

#### <u>PATENT</u>

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Title:

"System and Method of Linking Dissimilar Databases Using ECEIVED

Pointers"

Appellants: Tejaswini Hosali, et al.

JUL - 5 2005

Attorney Docket No.: YOR920010756US1

BOARD OF PATENT APPEALS AND INTERFERENCES

Serial No.:

10/091,761

**Examiner:** 

Belix M. Ortiz

Filed:

03/06/2002

Art Unit:

2175

Board of Patent Appeals and Interferences Commissioner for Patents P.O.Box 1450 Alexandria, VA 22313-1450

#### **APPEAL BRIEF**

Dear Sir:

This appeal brief is submitted under 35 U.S.C. §134. This appeal is further to Appellants' Notice of Appeal that is attached hereto.

# **Table of Contents**

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### (1) Real Party in Interest

The real party in interest is International Business Machines Corporation.

## (2) Related Appeals and Interferences

No other appeals or interferences exist that relate to the present application or appeal.

### (3) Status of Claims

Claims 1 - 19 are pending and remain in the application. In the Final Office Action of April 4, 2005, claims 1 - 19 were rejected under 35 U.S.C. 102(b) as being anticipated by Gusack (U.S. patent 6,112,209).

### (4) Status of Amendments

The amendment filed on December 12, 2004 was entered but the claims were not allowed.

# (5) Summary of Claimed Subject Matter

The present invention relates in general to a method and a system for linking information in at least two existing dissimilar databases without altering the data or structures of the databases. The present system uses pointers that are external to the main databases to link the dissimilar databases. (Page 1, lines 8-12).

#### 5.1. Problems addressed by the present invention

Prior to presenting substantive arguments in favor of the allowability of the claims on file, it might be desirable to summarize the present invention in view of the problem it addresses.

Database systems are used by organizations to manage information about clients, orders, client accounts, and so forth. In addition, organizational databases are maintained to manage information about organization structure, employees, position, job, accounts, etc. When dealing with clients and orders, the organization often needs to locate and contact the appropriate employee or group for an issue being addressed. The organization could change the structure of the databases to link employees and groups with clients and purchase orders, but this data changes frequently and would require constant change and maintenance. For large databases with dissimilar structures and programming languages, linking becomes even more difficult. (Page 1, line 26 - page 2, line 5).

What was needed prior to the advent of the present invention, is a system and associated method for externally linking existing dissimilar databases without modifications to the databases. (Page 2, lines 7 - 13).

## 5.2. Summary of the subject matter of independent claim 1

Prior to describing the subject matter of independent claim 1, it might be useful to clarify the definitions of certain terms, in order to help in the understanding of claim 1:

<u>Dissimilar databases</u>: Databases with dissimilar structures or programming languages. (Page 2, lines 4 - 5).

<u>Pointer</u>: Refers to the relationship to a set of data. A pointer can be used to reference specific sets of data while also allowing arguments to be passed. (Page 5, lines 16 - 17).

Pointers database: With reference to FIG. 3, a pointers database 88 acts as an external link between the customer database 70, that is comprised of millions of customers' records, with the organization database 75 that is comprised of thousands of organizational positions. As an example, the ratio of the number of records contained in the pointers database 88 to the number of records contained in either customer database 70 or the organization database 75 ranges between approximately 0.005% and 5%. (Page 7, lines 14 - 25).

The present invention is exemplified by independent claim 1, according to which at least two dissimilar databases 70, 75 with dissimilar structures are dynamically linked by means of a pointers database 88. (Page 2, lines 18, 21; page 6, lines 11 - 13; and FIGS. 2, 3).

The pointers database 88 contains a smaller number of records than the number of records contained in either one of the two dissimilar databases 70, 75. (Page 7, lines 14 - 25; and FIG. 3). "The pointers, numbering for example in the hundreds, are comprised of a much smaller set of information for each pointer than that stored for each record in the client or the organization databases. Linking the customer database 70 with the organization database 75 through pointers, allows for reduced maintenance of the data in the two databases 70, 75. The links between the customers and organization can be changed without changing the data in either database 70 or 75." (Page 7, line 27 - page 8, line 3).

The pointers database 88 receives instructions that are external to the two dissimilar databases 70, 75, to effect relationships changes between the two dissimilar databases 70, 75. (Page 1, lines 11 - 12; page 2, lines 10 - 13; page 7, line 19).

In response to the external instructions, the pointers between the records in the two dissimilar databases 70, 75 are selectively changed by changing records in the pointers database, without changing the records in the two dissimilar databases 70, 75. (Page 8, lines 31 - 33; blocks 415, 420, 425, 430 of FIG. 3).

The present invention presents numerous advantages, among which are the following:

- Ease of database maintenance because pointers linking the databases are based on easily accessible data elements that relate to the client and the organization databases.
  - Reduced maintenance of the underlying data comprised of, for

example, millions of customer records and thousands of organizational positions. As an example, editing multiple database records is not required each time the organizational structure changes.

- Flexible design and application allowing multiple pointers to different positions and groups based on client records.
- Avoiding the necessity of sending customer or organizational changes to different systems utilizing this information. Required changes are incorporated in the dynamic character of the system of the invention, not by the structure of the databases or the information in the databases. (Page 3, lines 1 - 16).

# 5.3. Summary of the subject matter of independent claim 8

While claim 1 exemplifies the present invention in connection with a method for dynamically linking at least two dissimilar databases with dissimilar structures, claim 8 corresponds to claim 1, and exemplifies the present invention in connection with a computer program for dynamically linking at least two dissimilar databases with dissimilar structures.

# 5.4. Summary of the subject matter of independent claim 15

While claim 1 exemplifies the present invention in connection with a <u>method</u> for dynamically linking at least two dissimilar databases with dissimilar structures, <u>claim 15 corresponds to claim 1</u>, and exemplifies the present invention in connection with a <u>system</u> for dynamically linking at least two dissimilar databases with dissimilar structures.

## (6) Grounds of Rejection to be Reviewed on Appeal

Appellants respectfully traverse the following ground of rejection and request that they be reviewed on appeal:

#### Ground of Rejection

 Claims 1 - 19 stand rejected under 35 U.S.C. 102(b) as being anticipated by Gusack (U.S. patent 6,112,209).

#### (7) Arguments

#### 7.A. The Rejection

Claims 1 - 19 were rejected under 35 U.S.C. 102(b) as being anticipated by Gusack (U.S. patent 6,112,209), hereinafter referred to as "Gusack".

Appellants respectfully submit that Gusack does not disclose all the elements and limitations of the rejected claims. Consequently, the claims presently on file are not anticipated by Gusack. In support of this position, Appellants submit the following arguments:

# 7.B. Legal Standard for Lack of Novelty (Anticipation)

The standard for lack of novelty, that is, for "anticipation," is one of strict identity. To anticipate a claim for a patent, a single prior source must contain all its essential elements, and the burden of proving such anticipation is on the party making such assertion of anticipation.

Anticipation cannot be shown by combining more than one reference to

show the elements of the claimed invention. <u>The amount of newness and</u> usefulness need only be minuscule to avoid a finding of lack of novelty.

The following are two court opinions in support of Appellants' position of non anticipation, with emphasis added for clarity purposes:

- "Anticipation under Section 102 can be found only if a reference shows
   exactly what is claimed; where there are differences between the
   reference disclosures and the claim, a rejection must be based on
   obviousness under Section 103." Titanium Metals Corp. v. Banner, 778 F.2d
   775, 227 USPQ 773 (Fed. Cir. 1985).
- "Absence from a cited reference of any element of a claim of a patent negates anticipation of that claim by the reference." Kloster Speedsteel AB v. Crucible Inc., 793 F.2d 1565, 230 USPQ 81 (Fed. Cir. 1986), on rehearing, 231 USPQ 160 (Fed. Cir. 1986).

## 7.C. Application of the Anticipation Standard

Considering amended claim 1 as the representative claim, Appellants respectfully submit that Gusack does not disclose "dynamically linking at least two <u>dissimilar databases with dissimilar structures</u>." Rather, Gusack states the following with emphasis added:

"To facilitate storage, retrieval, and processing of assemblies of informational items in computers a plurality of informational divisions may be defined wherein each contains a plurality of <u>similar informational</u> items." Column 6, lines 61 - 64.

"Shown is a partial view of a plurality of records organized as a data table (101) stored on electronic-based media in a computer, consisting of a <u>list of informational items</u>, <u>usually similar</u> such as names, dates, address, and other data organized in separate fields (103) defined by a plurality of vertically oriented columns (105) (gray shading for illustrative purposes only) and horizontally oriented rows (107) (gray shading for illustrative purposes only). Column 7, lines 41 - 48.

"To the right are three more data tables with <u>similar record</u> <u>structures</u>."" Column 26, lines 52 - 54.

In addition, the Examiner has not specifically designated the database in Gusack which is analogized to the pointers database of the present invention. As a result, Appellants submit that the rejection ground is neither sufficiently definite nor specific, and respectfully request that the rejection be withdrawn.

Nonetheless, for the sake of argument only, Appellants' best guess would be to analogize the pointers database to Gusack's CTFL Index 911 (FIG. 9), which is disposed intermediate the Names Index 903 and the Phone Data Table 917. Based on this assumption, Appellants submit that Gusack's CTFL Index 911 does not receive instructions external to the two databases (i.e., 903, 917), to effect relationships changes between these two databases. In addition, it should be clear that Gusack's Names Index 903 and the Phone Data Table 917 do not have dissimilar structures and thus are not dissimilar databases as intended by the present invention.

As a result of this capability, <u>Gusack</u>'s CTFL Index 911 <u>does not respond to external instructions</u>, let alone selectively change the pointers between records in the two dissimilar databases by changing the corresponding records in the pointers database, <u>without changing the</u> records in the at least two dissimilar databases.

In the final office action of April 4, 2005, the Examiner states that: "in response to the external instructions, selectively changing pointers between records in the at least two dissimilar databases by changing records in the pointers database, without changing the records in the at least two dissimilar databases (see (Gusack) column 40, lines 9-16)."

In essence, the Examiner is referencing claim 22 of Gusack, that reads as follows, with emphasis added: "22. A method of indexing and linking information as recited in claim 1 wherein values of alphanumeric indicia stored in said <u>linking fields in said data tables may be accessed and changed such that said change creates a different indicum</u> that links to an alternate plurality of records in said plurality of said central linking tables such that an alternate set of a plurality of records are linked to in said data set."

To Appellants' best understanding of claim 22 of Gusack, and contrary to the Examiner's assertion, Gusack states that: "The linking values stored in the central linking table indexes may be predefined to automatically structure and link a plurality of unspecified data and changes in the data may alter the linking structure to provide further capabilities." (Abstract, last sentence). Gusack also refers to FIG. 26 which is described as follows: "FIG. 26 is a partial view of four data tables, a central linking table, and a tree-node object to illustrate how a linking structure a master record points to may be changed by changing said editable alphanumeric value in the linking field of the top level record in the hierarchy in accordance with an embodiment of the present invention." (Gusack, page 6, lines 47 - 52).

Basically, <u>Gusack states that the main data tables are changed to affect the different linking relationship</u>. Contrary to the teaching of Gusack, <u>the present invention teaches that the "pointers database"</u>, and not the main <u>databases</u>, is changed to affect the different linking relationships between the main databases (or data tables).

In the final office action of April 4, 2005, the Examiner also makes the following additional arguments:

"In response to applicants' arguments that "Gusack does not disclose dynamically linking at least two dissimilar databases with dissimilar structures", the arguments have been fully considered but are not deemed persuasive, because Gusack teaches dissimilar databases and dissimilar structures on figures 1-3, 6, and 9-10.

In response, Appellants assert that the Examiner is not allowed to extend the description of the prior art reference in contradiction to the express description of that reference. In particular, Gusack states the following: "To facilitate storage, retrieval, and processing of assemblies of informational items in computers a plurality of informational divisions may be defined wherein each contains a plurality of similar informational items."

Column 6, lines 61 - 64. As a result, Gusack's teaching does not extend to dissimilar databases with dissimilar structures, as recited in claim 1.

In addition, the Examiner's statement above, simply makes reference to figures, some of which (FIGS. 1 - 3) describe the art that precedes (i.e., prior to) Gusack and consequently, they do not describe Gusack's teaching. In addition, the Examiner's general statements totally disregard the arguments presented by Appellants that Gusack's teaching does not extend to dissimilar databases with dissimilar structures, as recited in claim 1, without providing any specific arguments.

Moreover, in the final office action of April 4, 2005, the Examiner also makes the following additional arguments:

"In response to applicants' arguments that <u>"Gusack</u> does not receive instructions external to the two databases to effect relationships changes between these two databases", the arguments have been fully

considered but are not deemed persuasive, because <u>Gusack</u> teaches "a further capability provided by the present invention is illustrated in record 402 of said LAT index (2319) wherein said LAF (2323) does not contain an array of linking values but, instead, stores a procedural call to load a separate program called "FilterProgram001.exe". Therefore, pointers to external programs, dynamic link libraries, packages, and other externally compiled object code may be stored and executed in the course of creating data clusters. <u>Finally, although not shown, a person skilled in the art will see that compiled object code, pseudocode (P code), and uncompiled source code may also be stored in said LAF field (2323) or pointed to by the stored procedural call allowing for the integration of stored procedures in the data model presented herein", (see <u>Gusack</u>, column 2S, lines 10-23) ... (see <u>Gusack</u>, figures 1-3)." Emphasis added.</u>

Appellants respectfully traverse this rejection ground and clarify that FIGS. 1 - 3 of Gusack (upon which the Examiner bases the rejection ground), describe a prior art relative to Gusack. Gusack distinguishes over the description of the prior art of FIGS. 1 - 3, and thus it is not accurate to rely on the foregoing excerpt as a teaching of Gusack. Actually, Gusack tries to teach away from the prior art system illustrated by FIGS. 1 - 3.

More specifically, the following excerpt provides a brief description of FIGS. 1 - 3:

"FIG. 1 is a partial view of a data table and two index tables to order said data table records in accordance with the prior art.

FIG. 2 is a partial view of a data table, an index table, a table stored in a memory buffer, and a computer with video monitor illustrating how data is ordered and displayed on a computer in accordance with the prior art. FIG. 3 is a partial view of a master table index, a detail data table, a detail index table, a table stored in a memory buffer, and a computer with video monitor illustrating how detail data is filtered by a chosen master record by a relational link on one common field, ordered by its index, and displayed on a computer in accordance with the prior art." (Gusack, column 4, lines 41 - 55).

As clearly stated in the excerpt below, Gusack distinguishes over the system described in FIGS. 1 - 5:

"Direct Linking and its Limitations

As shown herein above, prior art utilizes direct linking between any two tables via one or more identical fields contained within their respective index tables. Although effective and efficient for structuring a small number of hierarchical relations between a small number of tables, said approach imposes limits on expanding the number of tables and links between said tables." (Gusack, column 10, lines 33 - 40).

In addition, the fact that the excerpt cited by the Examiner, mentions the term "external," does not necessarily imply that "the pointers database receiving instructions external to the at least two dissimilar databases, to effect relationships changes between the at least two dissimilar databases; and in response to the external instructions, selectively changing pointers between records in the at least two dissimilar databases by changing records in the pointers database, without changing the records in the at least two dissimilar databases" as recited in claim 1.

In addition, the Examiner on page 8 of the final office action, admits to the following: "Finally, although not shown, a person skilled in the art will see that compiled object code, pseudocode (P code), and uncompiled source code may also be stored in said LAF field (2323) or pointed to by the a stored procedural call allowing for the integration of stored procedures in the data model presented herein", (see Gusack, column 2S, lines 10-23) and also (see Gusack, figures 1-3)." Emphasis added.

Basically, <u>the Examiner</u> admits to the absence of an important feature of the present invention, and <u>resorts to the person skilled in the art</u> to replace the absence of this feature. This line of reasoning raises two issues.

The first issue is that the Examiner's admission to the <u>absence of the</u> <u>feature</u> in Gusack, necessitates the allowance of claim 1 under the strict legal authorities above.

The second issue is that the Examiner is using the wrong legal standard, namely the knowledge of the person skilled in the art in conjunction with the 35 U.S.C. 102 (anticipation) rejection, rather than in support of a 35 U.S.C. 103 (obviousness) rejection. If the Examiner intends the rejection ground to claim "inherency," then the Examiner should have applied the proper factual standard and requirements of the inherency doctrine.

Relative to claim 2, the Examiner presents the following rejection ground in the final office action:

"As to claims 2, 9, and 16, Gusack teaches wherein a ratio of the number of records contained in the pointers database to the number of records contained in either one or the at least two dissimilar databases ranges between approximately 0.005% and 5% (see figure 1, **it is obvious** that the ratio of number of record on the pointer database deemed to include smaller database)." Emphasis added.

Here again, the Examiner seems to be improperly applying the **obviousness standard** to an anticipation rejection. Appellants respectfully request that the anticipation and obviousness rejections be properly applied according to their specific, respective standards, and that these standards not be co-mixed unjustifiably.

More specifically, Appellants respectfully submit that FIG. 1 does not specify the range of 0.005% and 5% for the pointers database.

To conclude, claims 1 and 2 are not anticipated by Gusack as this reference does not disclose all the elements of claims 1 and 2. Therefore, claim 1 and the claims dependent thereon are allowable. Therefore, claims 1 and 2 and the claims dependent thereon are allowable, and such allowance is respectfully requested. In addition, with respect to the dependent claims, Appellants do not assert each individual feature independently in the abstract, but rather in combination with the elements and features of claim 1.

Independent claims 8 and 15 are also allowable for reciting generally similar elements and limitations to those of claim 1. As a result, claims 8 and 15 and the claims dependent thereon are allowable and such allowance is respectfully requested.

Date: July 1, 2005

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# APPENDIX A CLAIMS ON APPEAL

1. A method for dynamically linking at least two dissimilar databases with dissimilar structures, comprising:

linking the two dissimilar databases by means of a pointers database that contains a smaller number of records than a number of records contained in either one of the at least two dissimilar databases;

the pointers database receiving instructions external to the at least two dissimilar databases, to effect relationships changes between the at least two dissimilar databases; and

in response to the external instructions, selectively changing pointers between records in the at least two dissimilar databases by changing records in the pointers database, without changing the records in the at least two dissimilar databases.

- 2. The method of claim 1, wherein a ratio of the number of records contained in the pointers database to the number of records contained in either one or the at least two dissimilar databases ranges between approximately 0.005% and 5%.
- 3. The method of claim 1, wherein the at least two dissimilar databases include a customer database and an organization database.

4. The method of claim 3, further comprising:

the pointers database detecting a change to a record in the customer database; and

in response to the change to the record in the customer database, selectively changing a pointer in the pointers database, without changing the records in the organization database.

- 5. The method of claim 4, wherein the change to the record in the customer database comprises a change to any one or more of: status change, location, country of residence, importance of business relationship, volume of business, and credit worthiness.
- 6. The method of claim 3, further comprising: the pointers database detecting a change to a record in the organization database; and

in response to the change to the record in the organization database, selectively changing a pointer in the pointers database, without changing the records in the customer database.

7. The method of claim 6, wherein the change to the record in the organization database comprises a change to any one or more of: organization hierarchy type, branch office, responsibility, and geopolitical status.

8. A computer program for dynamically linking at least two dissimilar databases with dissimilar structures, comprising:

a first set of program instructions for linking the two dissimilar databases by means of a pointers database that contains a smaller number of records than a number of records contained in either one of the at least two dissimilar databases:

the pointers database receiving instructions external to the at least two dissimilar databases, to effect relationships changes between the at least two dissimilar databases; and

a second set of program instructions for changing pointers between records in the at least two dissimilar databases by changing records in the pointers database, without changing the records in the at least two dissimilar databases.

- 9. The computer program of claim 8, wherein a ratio of the number of records contained in the pointers database to the number of records contained in either one or the at least two dissimilar databases ranges between approximately 0.005% and 5%.
- 10. The computer program of claim 8, wherein the at least two dissimilar databases include a customer database and an organization database.
- 11. The computer program of claim 10, further comprising: the pointers database detecting a change to a record in the customer database; and

in response to the change to the record in the customer database, a third set of instruction codes selectively changes a pointer in the pointers database, without changing the records in the organization database.

- 12. The computer program of claim 11, wherein the change to the record in the customer database comprises a change to any one or more of: status change, location, country of residence, importance of business relationship, volume of business, and credit worthiness.
- 13. The computer program of claim 10, further comprising: the pointers database detecting a change to a record in the organization database; and

in response to the change to the record in the organization database, a fourth set of instruction codes selectively changes a pointer in the pointers database, without changing the records in the customer database.

- 14. The computer program of claim 13, wherein the change to the record in the organization database comprises a change to any one or more of: organization hierarchy type, branch office, responsibility, and geopolitical status.
- 15. A system for dynamically linking at least two dissimilar databases with dissimilar structures, comprising:

a pointers database for linking the two dissimilar databases, wherein the pointers database contains a smaller number of records than a number of records contained in either one of the at least two dissimilar databases;

the pointers database receiving instructions external to the at least two dissimilar databases, to effect relationships changes between the at least two dissimilar databases; and

in response to the external instructions, the pointers database selectively changes pointers in the pointers database, without changing the records in the at least two dissimilar databases.

- 16. The system of claim 15, wherein a ratio of the number of records contained in the pointers database to the number of records contained in either one or the at least two dissimilar databases ranges between approximately 0.005% and 5%.
- 17. The system of claim 15, wherein the at least two dissimilar databases include a customer database and an organization database.
- 18. The system of claim 17, wherein further comprising: the pointers database detecting a change to a record in the database; and

in response to the change to the record in the customer database, the pointers database selectively changing a pointer, without changing the records in the organization database.

19. The system of claim 17, further comprising:

the pointers database detecting a change to a record in the organization database; and

in response to the change to the record in the organization database, the pointers database selectively changing a pointer, without changing the records in the customer database.

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